

DUKINFIELD MEDICAL PRACTICE

MINUTES OF THE PPG MEETING HELD ON 2ND APRIL 2019 AT 1.30 PM AT ST JOHN'S CHURCH HALL, DUKINFIELD

Present: Julie, Brom, Sheila, Geoff, Diana, Ted and Amrital.

Minutes of the last meeting

Were approved as a correct record.

Matters Arising from these and previous minutes

- The CQC awarded the Practice “Good with Outstanding Features”. The report can be found on the website. Some disappointment was expressed but the report makes for very positive reading.
- Two new appointments were announced: Pharmacist and a Paramedic. The latter post had previously been that of an Advanced Nurse Practitioner. The successful candidate had been able to demonstrate how the skills in his current role could be transferred to the post on offer.
- It was noted that the Council had remarked the car park at Concord Way. Unfortunately, though, only one side. Importantly, the two spaces for disabled users are now clearly marked.
- Julie is still in discussions with the Council to install disabled access to the Birch Lane site.

Agenda Items

The primary aim of this meeting was to consider ways of improving communication, how information is disseminated etc., and to discuss the two items not dealt with at the previous meeting.

The first item was introduced by Julie and Brom. The Practice will be introducing a new software package, which can be described as a “online triage tool”. There was a brief demonstration. Initially it looks very promising. It aims to improve access to clinical staff, whilst giving service information more efficiently and in a timely manner. It will not replace any appointments or change the way clinics are run, but it is hoped that the demand for appointments will reduce as patients are either signposted to relevant alternatives or have their questions answered via the information on offer from within the system itself or associated links.

DMP will be an early implementer though other surgeries in the area are also participating. This is at a very early stage, but the company involved, Egton, is well established and respected in the field. It is anticipated that there will be difficulties but as this is a direction that the DoH is encouraging, the partners believe it is the right way to go. There may be a need to introduce or update systems to accommodate the resulting changes, for instance, alerts will be received electronically. It will be a source of additional work in the immediate future but it is hoped that it will have significant long term benefits.

Julie asked the meeting if they felt this was something they could positively support, and all agreed that it was. Ways of disseminating the information were discussed.

- Texting all patients whose contact details are known
- Next newsletter (due very soon)

- A PC in the waiting room with access to the program

Action: Julie will keep the group informed of progress.

Signage and Information

There was a very broad ranging discussion when several issues were raised and considered, including:

- advice on which doctors are available daily
- Health promotion/major charity events
- TV
- Collaboration with Health Champions
- Health events run by DMP

Julie reported that since the removal of the large sign at reception, most people do respect personal space and stand back until their turn. However, it wasn't always the case and signage reminding people was still felt necessary. Examples were identified and it's possible to get a standing sign that would include a daily list of doctors on duty, combined with a "Wait Here".

Action: Julie

It was felt important to link in with national and charity health promotion events. It was suggested that this could potentially be a task for a Health Champion. The role of Champions was discussed. The range on offer is broadening and it is hoped that the garden will become a focus for group activity as it is such a valuable and adaptable space.

Action: Sheila/Julie to raise at the next Champions meeting

Geoff is researching options for a new TV screen at Birch Lane.

Action: Geoff

Health Event: It had been proposed that the next one would be different in that it would be an outside event in Concord Way and run at times that would be more convenient for people who work etc. Julie said that it would need to be organised by a small working group as the previous one but she will check with the relevant bodies regarding insurance, access etc.

Action: Julie

Other Business

The low attendance at this meeting raised concern and Julie said that she would contact regular attendees just to make sure there were no problems.

Action: Julie